



The Common Access Card – Appointment Scheduler

User Instructions for making, checking and canceling appointments

How to Access the Site

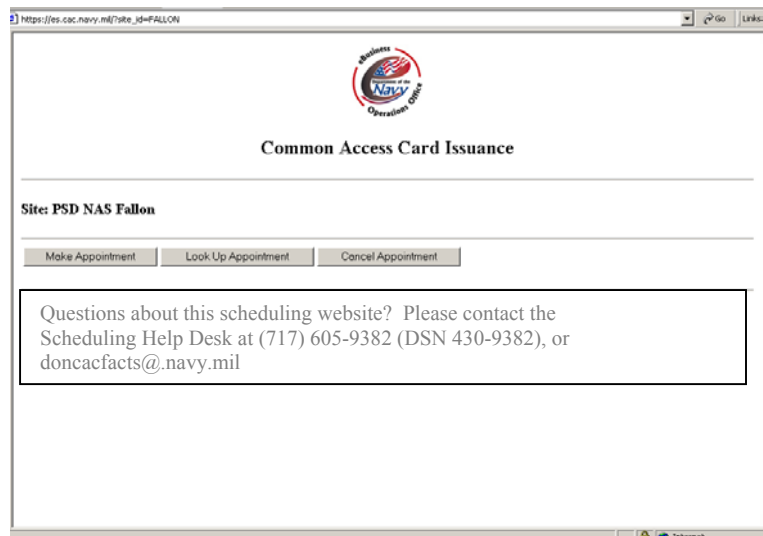
The Common Access Card – Appointment Scheduler (CAC-ES), <https://es.cac.navy.mil/cgi-bin/signup.pl>, is accessed over the Internet via a web browser. Typically, each issuance location has it's own web pages with a unique URL. Each site is responsible for publishing and/or transmitting that URL to personnel who are expected to obtain their card at that location.

Scheduler Home Page

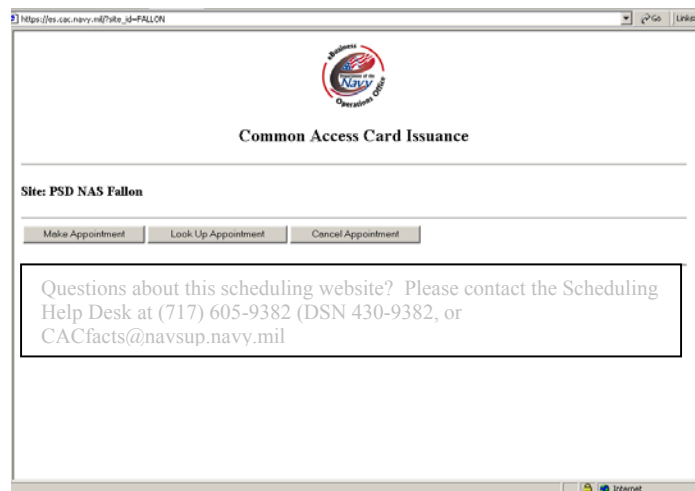
After connecting to the CAC-ES web site, Users will see the following web page.

There are three functions that can be accessed from this page:

- Make an Appointment
- Look Up Appointment
- Cancel Appointment



For questions, or assistance, there is also a telephone number and/or email address for your local point of contact.



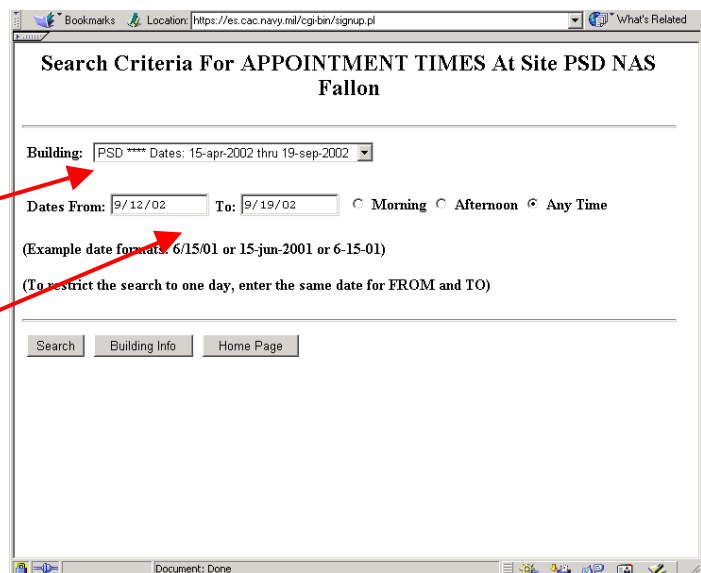
To Make an Appointment

Clicking the **Make Appointment** button will bring up this page. The first step in making an appointment is searching for an available appointment time.

Select a convenient location from this list.

Enter a date range here, or use the pre-filled values. Then click the Search button.

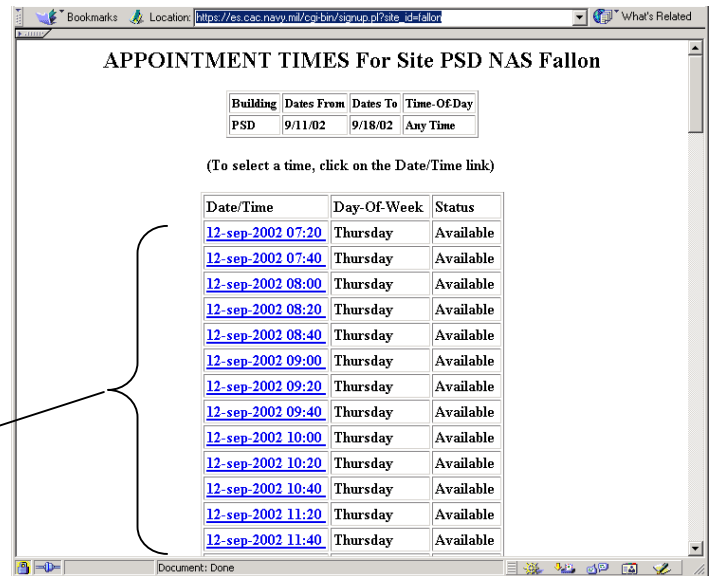
It's recommended that searches be limited to one week at a time.



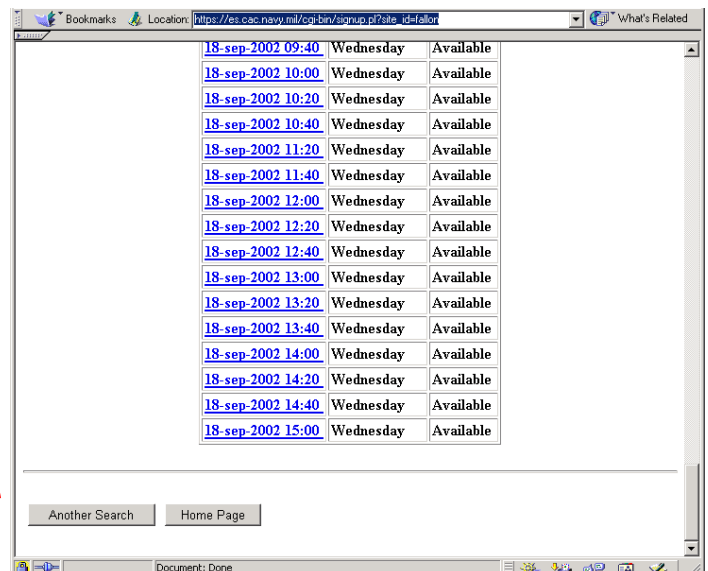
Select a Time

The next page displayed will be a list of available appointment times. The example here shows the result of a successful search. If a search fails to find available appointments within the dates specified, a list of the next twenty available appointment times will be displayed.

Pick a convenient time by clicking on its link (the blue text).



If another search is desired, scroll to the bottom of the web page and click on the **Another Search** button.



Appointment Information

When a time has been selected a sign-up page will be displayed. Please fill in all the data fields. Be careful to enter the correct email address as the system uses email to send cancellation notices.

* Any four numbers will do as long as they are remembered or written down. They are required for canceling appointments.

Click **Sign-Up** when done.

The screenshot shows a web browser window with the title "Appointment Sign-Up". The browser's address bar shows a URL with parameters: "Dtslot_date_and_time=12-sep-2002+08:20&day_of_week=Thursday&ADMIN_ID=". The form contains several input fields and tables. At the top, there is a table with four columns: "Site", "Building", "Appointment Date/Time", and "Day-Of-Week". The values are "PSD NAS Fallon", "PSD", "12-sep-2002 08:20", and "Thursday" respectively. Below this table, there are input fields for "Last Name:", "First Name:", "Initial:" (with a checkbox), "Org Code/Company:", "Phone:", and "E-Mail:". A note states "(E-Mail address is required for your automatic notification of appointment changes)". There is an input field for "SSN (last 4 numbers):". Below this, there are radio buttons for "Personnel Type:" (Active Duty, Civilian, Contractor, Reserve) and "Branch Of Service:" (AF, Army, CG, Marines, NG, Navy, Other DOD). At the bottom of the form, there are two buttons: "SIGN-UP" and "Home Page". A note at the very bottom says "(Please check your data before clicking the Sign-Up button!)".

Appointment Confirmation

This page is confirmation of a successful appointment booking. It contains information on the date, time and location of appointments, as well as directions for finding the location.

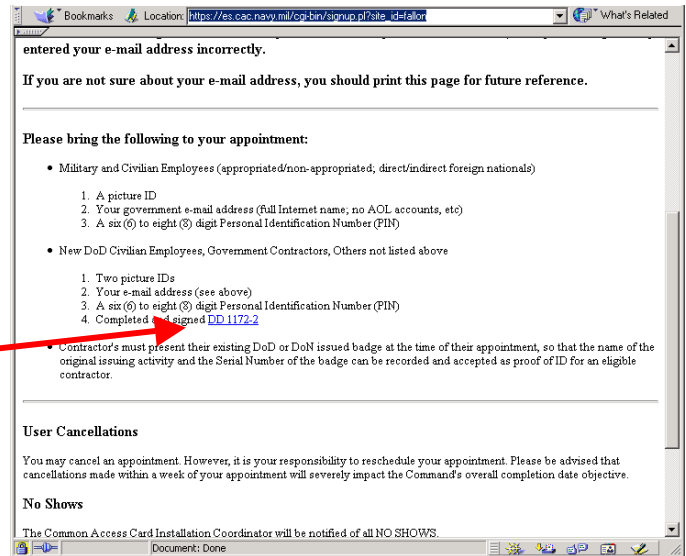
An email with this information will be transmitted to the email address as provided on the previous page.

The screenshot shows a web browser window with the title "Sign-Up completed.". The browser's address bar shows the URL "https://es.cac.navy.mil/cgi-bin/signup.pl". The page displays the appointment confirmation number "00542" in red. Below this, there is a table with four columns: "Site", "Building", "Appointment Date/Time", and "Day-Of-Week". The values are "PSD NAS Fallon", "PSD", "12-sep-2002 08:20", and "Thursday" respectively. Below this table, there is another table with four columns: "Name", "Code", "Phone", and "E Mail". The values are "Farral, Bob F", "NA", "(555) 555-1212", and "farralb@nab.navy.mil" respectively. Below the tables, there is a section titled "Instructions:" with the text "PSD Bldg 309". A note states "A confirmation message has been sent to you via e-mail. If you do not receive it, then you have probably entered your e-mail address incorrectly." Another note says "If you are not sure about your e-mail address, you should print this page for future reference." Below this, there is a section titled "Please bring the following to your appointment:" with a list item: "Military and Civilian Employees (appropriated/non-appropriated, direct/indirect foreign nationals)". At the bottom, there is a list item: "1. A picture ID".

Appointment Instructions

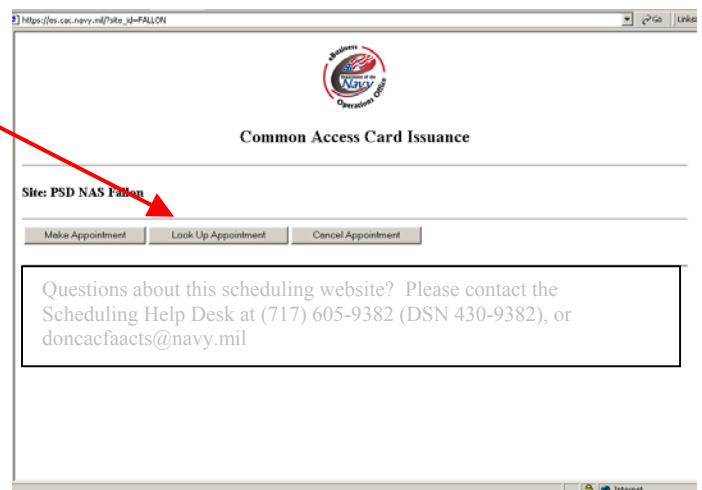
Scroll down the confirmation page to see generic instructions, including what to bring to the appointment. For more comprehensive instructions on what to bring, check with the local issuance authorities.

There is a link on this page to an Adobe Acrobat version of the DD1172-2 form. This form can be filled out on the computer and then printed.



Look up the Appointment

Click the **Look Up Appointment** button to review appointment data.



Appointment Search Criteria

When the search page comes up, enter the last name and last four numbers of the appointee's social security number, or four-digit number used during Appointment Sign-Up, then click *Continue*.

Look Up Appointment

Last Name:

SSN (last 4 numbers):

Appointment Search Results

A successful search will return the date, time and location of the appointment, as well as the contact information for the person who holds the appointment.

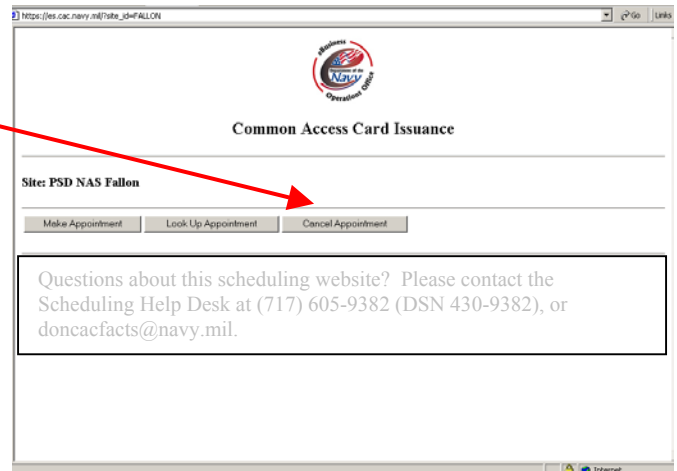
Appointment Information For Confirmation Number 00542

Site	Building	Appointment Date/Time	Day Of Week
PSD NAS Fallon	PSD	12 sep 2002 08:20:00	Thursday

Name	Code	Phone	E-Mail
Farral, Bob F	NA	(555) 555-1212	farralb@nab.navy.mil

Canceling an Appointment

The first step to canceling an appointment is to click the **Cancel Appointment** button.



Cancellation Search Criteria

Enter the last name and last four digits of the Social Security Number, or four-digit number used during Appointment Sign-Up, of the person whose appointment is to be canceled. When ready, click the **Continue** button

A screenshot of a web browser window displaying the 'Cancel Appointment' form. The form has two input fields: 'Last Name:' with the value 'thurner' and 'SSN (last 4 numbers):' with the value '4321'. Below the input fields are two buttons: 'Continue' and 'Home Page'. A red arrow points from the text 'Enter the last name and last four digits of the Social Security Number, or four-digit number used during Appointment Sign-Up, of the person whose appointment is to be canceled' to the 'Last Name' field. Another red arrow points from the text 'When ready, click the **Continue** button' to the 'Continue' button.

Cancellation Data

If the search was successful, a page will be displayed that has data on the appointment.

Additional information must be submitted before the cancellation can take place.

Cancellation Request
Confirmation Number: 01104

Site	Building	Appointment Date/Time	Day-Of-Week
Demo	PSD NAS Fallon	13-sep-2002 07:00:00	Friday

Name	Code	Phone	E-Mail
Thurner, Robert Y	NAVY SUPPLY	555-555-4321	thurnerb@navair.navy.mil

Cancel Reason:
Comment (Optional):

The Reason for Canceling

As part of the issuance process, data is being collected on the reasons for cancellations. Please pick the most appropriate reason for the cancellation from the pop-down list.

Cancellation Request
Confirmation Number: 01104

Site	Building	Appointment Date/Time	Day-Of-Week
Demo	PSD NAS Fallon	13-sep-2002 07:00:00	Friday

Name	Code	Phone	E-Mail
Thurner, Robert Y	NAVY SUPPLY	555-555-4321	thurnerb@navair.navy.mil

Cancel Reason:
Comment (Optional):

Cancellation Comments

If desired, a comment on the cancellation may be submitted.

When ready, click the ***Cancel This Appointment*** button

The screenshot shows a web browser window with the URL https://es.cac.navy.mil/cgi-bin/signup.pl?site_id=demo. The page title is "Cancellation Request" and the confirmation number is "01104". The form contains two tables of appointment details. The first table has columns: Site, Building, Appointment Date/Time, and Day-Of-Week. The second table has columns: Name, Code, Phone, and E-Mail. Below the tables, there is a "Cancel Reason:" dropdown menu with "CAC System Down" selected, and a "Comment (Optional):" text input field. At the bottom, there are two buttons: "CANCEL This Appointment" and "Home Page". Red arrows from the text on the left point to the "Cancel Reason:" dropdown and the "CANCEL This Appointment" button.

Site	Building	Appointment Date/Time	Day-Of-Week
Demo	PSD NAS Fallon	13-sep-2002 07:00:00	Friday

Name	Code	Phone	E-Mail
Thurner, Robert Y	NAVY SUPPLY	555-555-4321	thurnerb@navair.navy.mil

Cancel Reason: CAC System Down

Comment (Optional):

Successful Cancellations

If the cancellation was successful, this page will be displayed. It contains information on the appointment that was canceled.

A cancellation notice will be sent to the email address that was recorded when the appointment was originally made. An active URL is provided to make a new appointment.

The screenshot shows a web browser window with the URL https://es.cac.navy.mil/cgi-bin/signup.pl?site_id=demo. The page displays a confirmation message: "Appointment with confirmation number 01104 has been cancelled." and "Cancellation Date/Time: 12-sep-2002 19:51 EDT". Below this, there are two tables of appointment details. The first table has columns: Site, Building, Appointment Date/Time, and Day-Of-Week. The second table has columns: Name, Code, Phone, and E-Mail. Below the tables, the "Cancel Reason:" is listed as "CAC System Down". A message states: "A confirmation message has been sent to you via e-mail. If you do not receive it, then you have probably entered your e-mail address incorrectly." Another message says: "If you are not sure about your e-mail address, you should print this page for future reference." At the bottom, a message reads: "You need to make a new appointment to receive your Common Access Card!".

Appointment with confirmation number 01104 has been cancelled.

Cancellation Date/Time: 12-sep-2002 19:51 EDT

Site	Building	Appointment Date/Time	Day-Of-Week
Demo	PSD NAS Fallon	13-sep-2002 07:00	Friday

Name	Code	Phone	E-Mail
Thurner, Robert Y	NAVY SUPPLY	555-555-4321	thurnerb@navair.navy.mil

Cancel Reason: CAC System Down

A confirmation message has been sent to you via e-mail. If you do not receive it, then you have probably entered your e-mail address incorrectly.

If you are not sure about your e-mail address, you should print this page for future reference.

You need to make a new appointment to receive your Common Access Card!

This summarizes how to use the Common Access Card - Appointment Scheduler. For assistance or additional information, please use the telephone number displayed on your site's Scheduler Home page.